

CLAIMS

1. A system for providing a telephone call back to a telephone line that is being used to access a computer network, wherein said call back is made based upon a request transmitted over said computer network from a data terminal located at a remote location and connected to said computer network using said telephone line, said request including call back data including at least a telephone number to be called, said system comprising:

a computer network interface, connected to said computer network, for interfacing with said computer network and receiving said request over said computer network, for identifying said call back data, and for storing said call back data including said at least one telephone number in a call back file; and

an automated dialer system, responsive to said call back file, said automated dialer system including:

a call back campaign manager, for retrieving said telephone numbers in said call back file;

a call scheduler, responsive to said call back campaign manager, for scheduling at least one of said telephone numbers for immediate dialing;

a predictive dialer, responsive to said ordered telephone numbers, for initiating dialing of each of said ordered telephone numbers as scheduled over telephone lines, for monitoring a status of said telephone lines, and for

24 connecting an answered call to a telephone of an available
25 agent coupled to said automated dialer system; and
26 a re-dial script, responsive to said call back campaign
27 manager, for directing said predictive dialer to redial a
28 busy telephone number when said predictive dialer detects a
29 busy signal after dialing said busy telephone number.

a 1 E 2. The system of claim 1 wherein said ^{telephone number} ~~predictive~~ dialer
a 2 includes a call pacer that paces dialing of said telephone numbers
3 according to a call pacing algorithm.

1 3. The system of claim 1 wherein said computer network
2 interface interfaces said computer network to agent terminals
3 connected to said automated dialer system.

1 4. The system of claim 1 wherein said request further
2 includes customer account identifying indicia.

1 5. The system of claim 1 wherein said call back data
2 further includes a time to call back.

1 6. The system of claim 5 wherein said call scheduler is
2 responsive to said time to call back, for scheduling dialing of
a 3 said ~~at least one~~ telephone number at approximately said time to

4 call back.

1 7. The system of claim 1 wherein said call scheduler
2 schedules all of said telephone numbers for immediate dialing.

1 *sub H2* 8. The system of claim 1 wherein said call back data is
2 transmitted over said global computer network using a CGI script.

1 *E* 9. The system of claim 1 wherein said call back data is
2 transmitted over said ~~global~~ computer network using a JAVA
3 language script.

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10. A method for providing a telephone call back to a
telephone line that is being used to access a computer network,
wherein said call back is made based upon a request transmitted
over said computer network from a data terminal located at a
remote location and connected to said computer network using said
telephone line, said call back data including at least a telephone
number to be dialed, said method comprising the steps of:

receiving said request transmitted from said terminal at said
remote location;

identifying said call back data including at least one
telephone number to be dialed;

placing said call back data into a call back file;

retrieving telephone numbers to be dialed from said call back
file;

scheduling at least one of said telephone numbers for
immediate dialing;

automatically dialing said at least one of said telephone
numbers scheduled for immediate dialing over a telephone line;

monitoring said telephone line to detect a busy signal; and

redialing said at least one of said telephone numbers when
said busy signal is detected.

11. The method of claim 10 wherein said step of redialing
includes continuously redialing said at least one of said

3 ~~telephone numbers until an answer is detected.~~

1 12. The method of claim 11 further including the step of
2 connecting said telephone line to an available agent when said
3 answer is detected.

1 13. The method of claim 10 further including the step of
2 adding said at least one of said telephone numbers to a future
3 call campaign, if no connection is made.

1 14. The method of claim 10 wherein said call back data
2 includes at least one time to be called back, wherein at least one
3 of said telephone numbers is scheduled according to said time to
4 call back.